What is claimed is:

1. A system comprising:

a resource of programs;

a platform operated by a system developer for providing access to the resource of programs;

an administrative interface for use by an administrator for interfacing with the platform, the administrative interface for permitting the administrator to:

>   access the programs via the platform,
>
>   select for the client a particular program from the accessed programs,
>
>   configure the selected, particular program of the client, and
>
>   track the configured program of the client;

a site coordinator interface for use by a site coordinator for interfacing with the platform, the site coordinator interface for permitting the site coordinator to:

>   access the particular program via the platform, and
>
>   support the particular program of the client; and

a participant interface for use by participants of the particular program for interfacing with the platform, the participant interface for permitting each participant of the particular program to:

>   access the particular program via the platform, and
>
>   review information relating to the accessed, particular program.

2. The system of claim 1 wherein the site coordinator interface permits the site coordinator to administrate the particular program, track progress of the particular program, issue discretionary awards for the particular program, export data from the particular program, calculate

awards relating to the particular program and fulfill
orders of the particular program.

3. The system of claim 1 including three distinct web
sites, one for implementing each of the administrative
interface, the site coordinator interface and the
participant interface.

4. The system of claim 1 wherein capabilities provided by
the participant interface include award information and
award requests.

5. The system of claim 1 further comprising a "do-it-
yourself" interface permitting clients to access the
platform to set up additional programs or supplemental
programs.

6. The system of claim 1 wherein the administrative
interface permits the administrator to perform one or more
of the following with regard to program configuration:
setting up a program, maintaining information of a program,
maintaining a contact list of a program, maintaining a site
coordinator list of a program, maintaining a product list
of a program, defining hierarchy of participants of a
program, controlling hierarchy of participants of a
program, selecting payout rules of a program, maintaining
payout rules of a program, specifying top performer rules
of a program, maintaining top performer rules of a program,
maintaining a multiplier list of a program, maintaining an
enrollment template of a program, maintaining a performance
template of a program, revising a program, activating a
program, deactivating a program, selecting an reward,
defining an reward, defining attributes of an reward and/or
consolidating accounts of two or more programs,
consolidating two or more program accounts of a

participant.

7.   The system of claim 1 wherein rewards may take any form and wherein the administrative interface permits the administrator to designate various rewards to be used with the same program and/or to designate a particular reward to be used within different programs.

8.   The system of claim 1 wherein rewards may take any form and wherein the administrative interface permits the administrator to designate each reward and its attributes and/or to designate which attributes are to be associated with a particular participant.

9.   The system of claim 1 wherein rewards may take any form and wherein the administrative interface permits the administrator to designate each reward and its attributes and/or to designate which attributes are to be associated with a performance parameter.

10.   The system of claim 1 wherein the client or the administrator may consolidate client accounts of two or more programs of the client or consolidate participant accounts of two or more programs in which the participant is enrolled.

11.   The system of claim 1 wherein a client or administrator creating a program is directed to creating a participant website for facilitating communication with each participant.

12.   The system of claim 11 wherein creating a participant website comprises selecting from a plurality of templates and selecting from various libraries artwork and other details to plug into the selected website template.

136

13. The system of claim 1 wherein an administrator is permitted to define a hierarchical group of participants and is permitted to define a rule applies to a selected group of participants wherein the hierarchical and selected groups are different.

14. The system of claim 1 wherein an administrator is permitted to define a hierarchical group of participants of a program according to geographical location so that the hierarchy is defined by location.

15. The system of claim 1 further comprising an enrollment template including participant information which is downloaded from the platform for population of the participant information and which is uploaded to the program for transferring the participant information from the template to the program.

16. The system of claim 1 wherein the administrative interface permits the administrator to perform one or more of the following with regard to program tracking: track usage of a program, track undelivered email of a program, track earned points of a program, track issued points of a program, and/or track activity of a program.

17. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to program support: conduct program administration of a program, track progress of a program, manage discretionary awards of a program, export data of a program, calculate awards of a program, and/or fulfill orders of a program.

18. The system of claim 1 wherein the site coordinator

interface permits the site coordinator to perform one or more of the following with regard to program administration: maintain organization of a program, enroll participants of a program, add performance data of a program, revise performance data of a program, audit performance data of a program, release awards of a program, maintain participant data, activate one or more participants of a program, and/or inactivate one or more participants of a program.

19. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to progress tracking: generate enrollment reports of a program, generate progress reports of participants of a program, generate account history reports of a program, generate management information reports of a program, generate top performer reports of a program, generate performance listings of a program, generate issuance reports of a program, generate trouble shooting reports of a program, and/or generate a user guide of a program.

20. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to discretionary awards: managing half penny points, managing 25 dollar points, managing individual travel awards, managing branded cards and/or managing group travel.

21. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to data exporting: print labels of a program, export mail of a program, export analysis data of a program, export tax data of a program, download enrollment templates of a program, and/or download

performance templates of a program.

22. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to award calculation: calculate performance payout of a program, calculate manager override payout of a program, and/or calculate top performer payout of a program.

23. The system of claim 1 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to order fulfillment: deposit points of a program, order items of a program, generate emails regarding group travel of a program, record orders of a program, and/or purchase awards of a program.

24. The system of claim 1 wherein the participant interface permits the participant to perform one or more of the following with regard to the access of program information: review all programs of which the participant is involved, review program home pages of programs of which the participant is involved, review program rules of programs of which the participant is involved, review program awards of programs of which the participant is involved, review the participant's progress of programs of which the participant is involved, review account history of programs of which the participant is involved, review terms and conditions of programs of which the participant is involved, maintain participant data of the participant of programs of which the participant is involved and/or completing survey as a performance subject to reward.

25. A method for use with a resource of programs comprising:
providing access to the resource of programs;

permitting an administrator to:

 access the programs,

 select for a client a particular program from the accessed programs,

 configure the selected, particular program of the client, and

 track the configured program of the client;

permitting a site coordinator to:

 access the particular program, and

 support the particular program of the client; and

permitting each participant of a particular program to:

 access the particular program, and

 review information relating to the accessed, particular program.

26. The method of claim 25 wherein the site coordinator is permitted to administrate the particular program, track progress of the particular program, issue discretionary awards for the particular program, export data from the particular program, calculate awards relating to the particular program and fulfill orders of the particular program.

27. The method of claim 25 wherein each participant is permitted to receive award information and request award.

28. The method of claim 25 wherein the client is permitted to access the platform to set up additional programs or supplemental programs.

29. The method of claim 25 wherein the administrator is permitted to perform one or more of the following with regard to configuring the selected, particular program of the client: setting up a program, maintaining information of a program, maintaining a contact list of a program, maintaining a site coordinator list of a program, maintaining a product list of a program, defining hierarchy of participants of a program, controlling hierarchy of participants of a program, selecting payout rules of a program, maintaining payout rules of a program, specifying top performer rules of a program, maintaining top performer rules of a program, maintaining a multiplier list of a program, maintaining an enrollment template of a program, maintaining a performance template of a program, revising a program, activating a program, deactivating a program, selecting an reward, defining an reward, defining attributes of an reward and/or consolidating accounts of two or more programs, consolidating two or more program accounts of a participant.

30. The method of claim 25 wherein rewards may take any
form and wherein the administrator is permitted to
designate various rewards to be used with the same program
and/or to designate a particular reward to be used within
different programs.

31. The method of claim 25 wherein rewards may take any
form and wherein the administrator is permitted to
designate each reward and its attributes and/or to
designate which attributes are to be associated with a
particular participant.

32. The method of claim 25 wherein rewards may take any
form and wherein the administrator is permitted to
designate each reward and its attributes and/or to
designate which attributes are to be associated with a
performance parameter.

33. The method of claim 25 wherein the client or the
administrator is permitted consolidate client accounts of
two or more programs of the client or consolidate
participant accounts of two or more programs in which the
participant is enrolled.

34. The method of claim 25 wherein a client or
administrator creating a program is directed to create a
participant website for facilitating communication with
each participant.

35. The method of claim 34 wherein creating a participant
website comprises selecting from a plurality of templates
and selecting from various libraries artwork and other
details to plug into the selected website template.

36. The method of claim 25 wherein an administrator is permitted to define a hierarchical group of participants and is permitted to define a rule applies to a selected group of participants wherein the hierarchical and selected groups are different.

37. The method of claim 25 wherein an administrator is permitted to define a hierarchical group of participants of a program according to geographical location so that the hierarchy is defined by location.

38. The method of claim 25 further comprising an enrollment template including participant information which is downloaded from the platform for population of the participant information and which is uploaded to the program for transferring the participant information from the template to the program.

39. The method of claim 25 wherein the administrative interface permits the administrator to perform one or more of the following with regard to program tracking: track usage of a program, track undelivered email of a program, track earned points of a program, track issued points of a program, and/or track activity of a program.

40. The method of claim 25 wherein the site coordinator is permitted to perform one or more of the following with regard to program support: conduct program administration of a program, track progress of a program, manage discretionary awards of a program, export data of a program, calculate awards of a program, and/or fulfill orders of a program.

41. The method of claim 25 wherein the site coordinator is permitted to perform one or more of the following with

regard to program administration: maintain organization of a program, enroll participants of a program, add performance data of a program, revise performance data of a program, audit performance data of a program, release awards of a program, maintain participant data, activate one or more participants of a program, and/or inactivate one or more participants of a program.

42. The method of claim 25 wherein the site coordinator is permitted to perform one or more of the following with regard to progress tracking: generate enrollment reports of a program, generate progress reports of participants of a program, generate account history reports of a program, generate management information reports of a program, generate top performer reports of a program, generate performance listings of a program, generate issuance reports of a program, generate trouble shooting reports of a program, and/or generate a user guide of a program.

43. The method of claim 25 wherein the site coordinator is permitted to perform one or more of the following with regard to discretionary awards: managing half penny points, managing 25 dollar points, managing individual travel awards, managing branded cards and/or managing group travel.

44. The method of claim 25 wherein the site coordinator is permitted to perform one or more of the following with regard to data exporting: print labels of a program, export mail of a program, export analysis data of a program, export tax data of a program, download enrollment templates of a program, and/or download performance templates of a program.

45. The method of claim 25 wherein the site coordinator is

permitted to perform one or more of the following with regard to award calculation: calculate performance payout of a program, calculate manager override payout of a program, and/or calculate top performer payout of a program.

46. The method of claim 25 wherein the site coordinator interface permits the site coordinator to perform one or more of the following with regard to order fulfillment: deposit points of a program, order items of a program, generate emails regarding group travel of a program, record orders of a program, and/or purchase awards of a program.

47. The method of claim 25 wherein the participant is permitted to perform one or more of the following with regard to the access of program information: review all programs of which the participant is involved, review program home pages of programs of which the participant is involved, review program rules of programs of which the participant is involved, review program awards of programs of which the participant is involved, review the participant's progress of programs of which the participant is involved, review account history of programs of which the participant is involved, review terms and conditions of programs of which the participant is involved, maintain participant data of the participant of programs of which the participant is involved and/or completing survey as a performance subject to reward.

48. A method of doing business for selling programs comprising:
providing a platform for accessing programs (such as available via resource);
contracting with a VAR to configure and track via the platform the programs for clients of the VAR;

145

authorizing a site coordinator to administer and track via the platform progress of the programs; and

permitting participants via the platform to review their program and award information.

49. The method of claim 48 wherein the VAR is responsible for payment to the system developer for programs of their clients.

50. The method of claim 48 wherein the system developer will pay commissions on the sale of program awards through the VAR's programs.

51. In a system for providing a platform including a resource of programs including rewards for participants of the programs, the improvement comprising an interface which permits an administrator to designate various rewards to be used with the same program and/or to designate a particular reward to be used within different programs.

52. The system of claim 51 wherein rewards may take any form and wherein the interface permits the administrator to designate each reward and its attributes and/or to designate which attributes are to be associated with a particular participant.

53. The system of claim 51 wherein rewards may take any form and wherein the interface permits the administrator to designate each reward and its attributes and/or to designate which attributes are to be associated with a performance parameter.

54. In a system for providing a platform including a resource of programs of clients including rewards for participants of the programs, the improvement comprising an

146

interface which permits the client or its administrator to consolidate client accounts of two or more programs of the client or consolidate participant accounts of two or more programs in which the participant is enrolled.

55. In a system for providing a platform including a resource of programs of clients including rewards for participants of the programs, the improvement comprising an interface which permits the client or its administrator to define a hierarchical group of participants and is permitted to define a rule applying to a selected group of participants wherein the hierarchical and selected groups are different.

56. The system of claim 55 wherein an administrator is permitted to define a hierarchical group of participants of a program according to geographical location so that the hierarchy is defined by location.

57. In a system for providing a platform including a resource of programs of clients including rewards for participants of the programs, the improvement comprising an enrollment template including participant information which template is downloaded from a platform of the program for population of the participant information and which template is uploaded to the program for transferring the participant information from the template to the program.

58. The system of claim 57 wherein the participant information includes tenure and wherein tenure of each participant is tracked by the program so that automated rewards as designated by a rule of a rules engine are issued.

59. The system of claim 57 wherein the platform is award neutral and is linked to a third party award issuer for providing awards to participants.

60. The system of claim 59 wherein awards representations include a fractional award issuance to accommodate various types of award issuance.

61. In a system for providing a platform including a resource of programs of clients including rewards for participants of the programs, the improvement comprising said platform being award neutral and linked to a third party award issuer for providing awards to participants..

62. The system of claim 61 wherein awards representations include a fractional award issuance to accommodate various types of award issuance.

63. A system comprising:
a resource of programs;
a platform operated by a system developer for providing access to the resource of programs;
an administrative interface for use by an administrator for interfacing with the platform, the administrative interface for permitting the administrator to maintain the programs via the platform;
a manager interface for use by a site coordinator for interfacing with the platform, the site coordinator interface for permitting the site coordinator to access the particular program via the platform, and manage the particular program of the client; and
a participant interface for use by participants and for use by participant site administrators of the particular program for interfacing with the platform, the participant interface for permitting each participant of the particular

program to access the particular program via the platform, and the participant interface for permitting each participant site administrator to maintain and administer the program.

64. The system of claim 63 wherein the administrative interface permits the administrator to perform one or more of the following with regard to maintaining the programs: Award Maintenance, Award Group Maintenance, Award Type Maintenance, Client Maintenance, Client Attribute Maintenance, Client Budget Maintenance, Client Demographic Maintenance, Implicit Group Maintenance, Client Program Maintenance, Client Program Hierarchy Maintenance, Client Program Enrollment, Online Enrollment Configuration, Product Metric Maintenance, Online Claim Maintenance, Program Payout Rule Maintenance, Program Objectives Maintenance, Audit Participant Activity, Program Award Calculations, Program Award Issuance Orders, Program Report Selection & View, Enable Participant On-line Communications, Enable Event-Driven email Communications, and/or Enable Time-Driven email Communications.

65. The system of claim 63 wherein the manager interface permits the site coordinator to perform one or more of the following with regard to managing the programs: Maintain Participant Demographics, Inquire Participant Performance, Inquire Participant Objectives, Inquire Participant Awards Issued, Submit Single Participant Enrollment, Submit Participant Enrollment Batch, Submit Participant Objectives Batch, Submit Single Participant Performance, Submit Batch Participant Enrollments, Search Participants, Review performance submissions, and/or Issue Discretionary Awards.

66. The system of claim 63 wherein the participant interface permits the participant to perform one or more of

149

the following with regard to accessing the programs: View Gateway, View Program Homepage, View Program FAQs, View Program Rules, View/Submit Contact Us email, View Organization; Select & View Reports, Recognize Someone, View Award Account Statement, View Recognition Programs, and/or Submit Performance Claim.

67. The system of claim 63 further comprising an operational interface for permitting a participant site administrator of a particular program to maintain and administer the particular program

68. The system of claim 67 wherein the operational interface permits the participant site administrator to perform one or more of the following with regard to maintaining and administering the particular program: Client Logo Maintenance, Main Navigation Maintenance, Pax Site Style Maintenance, Administrator Permissions Maintenance, Custom Page Administration, Participant Content Group Maintenance, Participant Report Privilege Maintenance, Batch Participant Enrollment, Recognition Level Maintenance, Survey Maintenance, Content Management Maintenance, Home Page Maintenance, Rules Page Maintenance Award Page Maintenance, FAQ Page Maintenance, Contact Us Maintenance, Image Library Maintenance, Group Membership Maintenance, Email (time driven) Content Maintenance, Email (event driven) Content Maintenance, Program Report Selection & View, Recognition Program Maintenance, and/or Approve/Audit Performance Claim.

69. The system of claim 67 including four distinct web sites, one for implementing each of the administrative interface, the manager interface, the participant interface and the operational interface.

70. The system of claim 63 including three distinct web sites, one for implementing each of the administrative interface, the manager interface and the participant interface.

71. The system of claim 63 wherein capabilities provided by the participant interface include award information and award requests.

72. The system of claim 63 further comprising a "do-it-yourself" interface permitting clients to access the platform to set up additional programs or supplemental programs.

73. The system of claim 63 wherein the participant interface is linked to other award sites for fulfilling participant awards.

74. A method for use with a resource of programs comprising:
providing access to the resource of programs;
permitting an administrator to maintain the programs via the platform;
permitting a site coordinator to access the particular program via the platform, and manage the particular program of the client; and
permitting each participant of the particular program to access the particular program via the platform, and permitting each participant site administrator to maintain and administer the program.

75. A system comprising:
a resource of programs;
a platform operated by a system developer for providing access to the resource of programs;

an administrative interface for use by an administrator for
interfacing with the platform, the administrative interface
for permitting the administrator to maintain the programs
via the platform;

a operational interface for use by a participant site
coordinator for interfacing with the platform, the
operational interface for permitting the participant site
coordinator to access the particular program via the
platform, and maintain and administer the particular
program of the client; and

a participant interface for use by participants for
interfacing with the platform, the participant interface
for permitting each participant of the particular program
to access the particular program via the platform.

76.   The system of claim 75 wherein the administrative
interface permits the administrator to perform one or more
of the following with regard to maintaining the programs:
Award Maintenance, Award Group Maintenance, Award Type
Maintenance, Client Maintenance, Client Attribute
Maintenance, Client Budget Maintenance, Client Demographic
Maintenance, Implicit Group Maintenance, Client Program
Maintenance, Client Program Hierarchy Maintenance, Client
Program Enrollment, Online Enrollment Configuration,
Product Metric Maintenance, Online Claim Maintenance,
Program Payout Rule Maintenance, Program Objectives
Maintenance, Audit Participant Activity, Program Award
Calculations, Program Award Issuance Orders, Program Report
Selection & View, Enable Participant On-line
Communications, Enable Event-Driven email Communications,
and/or Enable Time-Driven email Communications..

77.   The system of claim 75 wherein the operational
interface permits the participant site coordinator to
perform one or more of the following with regard to

maintaining and administering the programs: Client Logo Maintenance, Main Navigation Maintenance, Pax Site Style Maintenance, Administrator Permissions Maintenance, Custom Page Administration, Participant Content Group Maintenance, Participant Report Privilege Maintenance, Review performance submissions, Recognition Level Maintenance, Survey Maintenance, Content Management Maintenance, Home Page Maintenance, Rules Page Maintenance, Award Page Maintenance, FAQ Page Maintenance, Contact Us Page Maintenance, Image Library Maintenance, Group Membership Maintenance, Email (time driven) Content Maintenance, Email (event driven) Content Maintenance, Program Report Selection & View, Recognition Program Maintenance, Approve/Audit Performance Claim, Maintain Participant Demographics, Inquire Participant Performance, Inquire Participant Objectives, Inquire Participant Awards Issued, Submit Single Participant Enrollment, Submit Participant Enrollment Batch, Submit Participant Objectives Batch, Submit Single Participant Performance, Search Participants Issue Discretionary Awards and/or Audit Participant Activity.

78. The system of claim 75 wherein the participant interface permits the participant to perform one or more of the following with regard to accessing the programs: View Gateway, View Program Homepage, View Program FAQs, View Program Rules, View/Submit Contact Us email, View Organization; Select & View Reports, Recognize Someone, View Award Account Statement, View Recognition Programs, and/or Submit Performance Claim.

79. The system of claim 75 including three distinct web sites, one for implementing each of the administrative interface, the operational interface and the participant interface.

80. The system of claim 75 wherein the participant interface is linked to other award sites for fulfilling participant awards.

81. A method for use with a resource of programs comprising:
providing access to the resource of programs;
permitting an administrator to maintain the programs via the platform;
permitting each participant of the particular program to access the particular program via the platform, and permitting each participant site administrator to maintain and administer the program.